

Issued: 11/98

**Appendix 1**  
**Quick Access Guide to Wisconsin Medicaid Information**

**Wisconsin Medicaid Professional Relations**  
**Representatives Map**

**Denise Kruswicki**  
 Northwest Wisconsin  
 (715) 392-3143

**Joan Buntin**  
 North Central Wisconsin  
 (715) 848-7566

**David Miess, Director**  
 (608) 221-4746

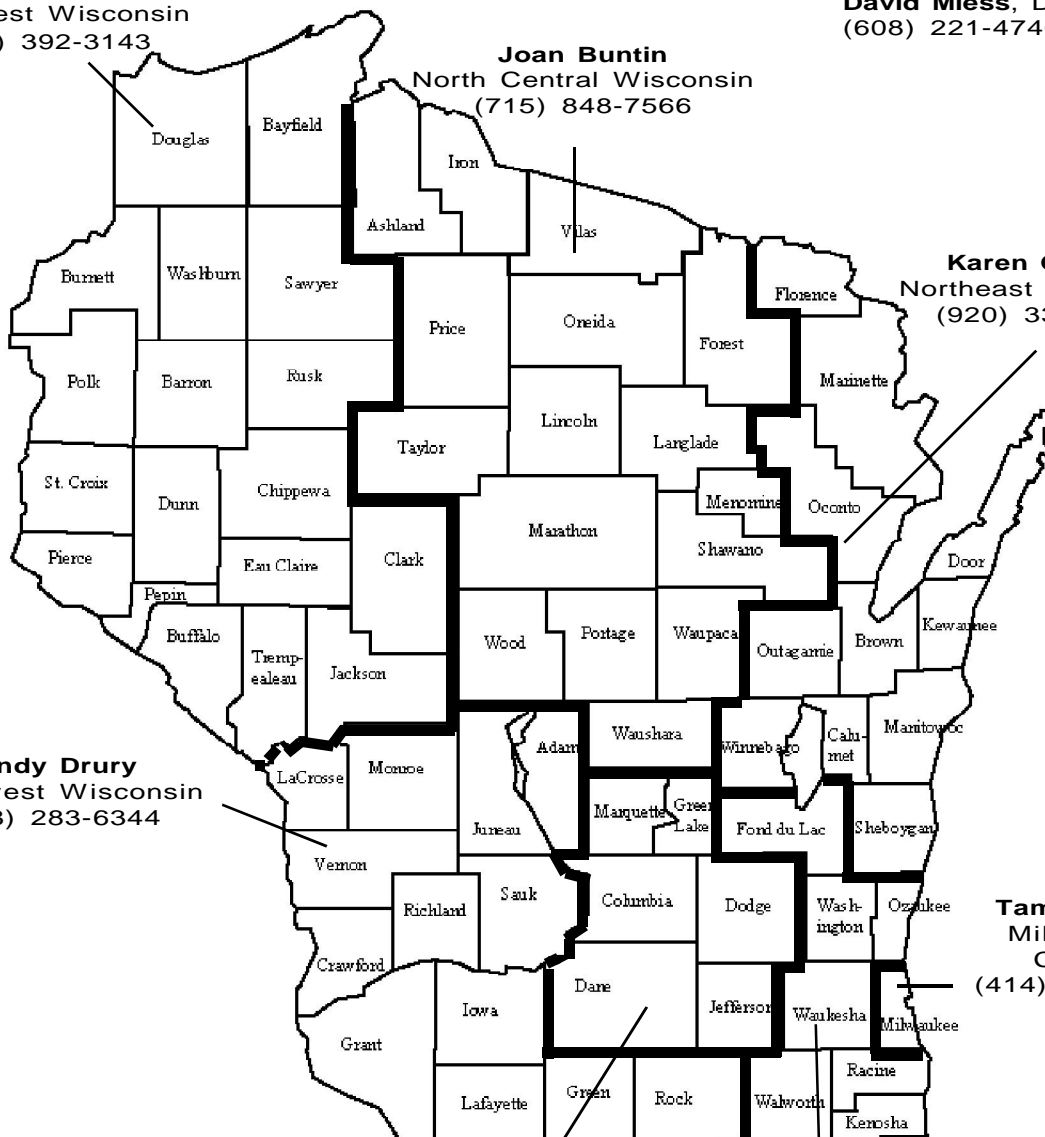
**Karen Gordon**  
 Northeast Wisconsin  
 (920) 336-0527

**Cindy Drury**  
 Southwest Wisconsin  
 (608) 283-6344

**Tami Radwill**  
 Milwaukee  
 County  
 (414) 273-1773

**Jude Benish**  
 South Central Wisconsin  
 (608) 255-8521

**Vicky Murphy**  
 Southeast Wisconsin  
 (414) 963-8966



## Questions from Recipients about Medicaid Eligibility and Services?

Providers may refer recipients who have questions about their Medicaid eligibility to the Recipient Services hotline. This hotline is not for provider use.

- **Recipient Services (*recipient use only*)**  
 (800) 362-3002  
 Hours: 8:00 a.m. to 4:30 p.m.,  
 Monday–Friday

# Here's Help!

*A Quick Access Guide for Medicaid  
Providers on Wisconsin Medicaid  
Information*

## Policy/Billing Questions? \_\_\_\_\_

- **EDS Correspondence Unit for Policy/Billing Information**  
(608) 221-9883  
(800) 947-9627  
Hours: 8:30 a.m. to 4:30 p.m., Monday, Wednesday–Friday  
9:30 a.m. to 4:30 p.m., Tuesday  
*Not available on holidays*
- **Stat P.A.**  
*(for limited services)*  
(800) 947-1197  
(608) 221-2096  
Hours: 8:00 a.m. to 9:00 p.m.  
Monday–Friday
- **Medicaid Managed Care Contract Monitors**  
(800) 760-0001  
Hours: 8:30 a.m. to 4:30 p.m., Monday, Wednesday–Friday  
9:30 a.m. to 4:30 p.m., Tuesday

## Questions about Medicaid Recipient Eligibility? \_\_\_\_\_

- **The Voice Response System**  
(608) 221-4247  
Hours: 24 hours a day, seven days a week  
*Including holidays*
- **The Eligibility Hotline**  
(608) 221-9254  
Hours: 8:30 a.m. to 4:30 p.m., Monday, Wednesday–Friday  
9:30 a.m. to 4:30 p.m., Tuesday  
*Not available on holidays*
- **(800) WIS-ELIG (947-3544)**  
Hours: 7:30 a.m. to 5:00 p.m.,  
Monday–Friday  
*Not available on holidays*

## Professional Relations Representatives \_\_\_\_\_

*for help with complex Medicaid provider questions  
(see map on other side)*

- **Milwaukee County**  
Tami Radwill  
(414) 273-1773
- **North Central Wisconsin**  
Joan Buntin  
(715) 848-7566
- **Southwest Wisconsin**  
Cindy Drury  
(608) 283-6344
- **Northwest Wisconsin**  
Denise Kruswicki  
(715) 392-3143
- **Northeast Wisconsin**  
Karen Gordon  
(920) 336-0527
- **South Central Wisconsin**  
Jude Benish  
(608) 255-8521
- **Southeast Wisconsin**  
Vicky Murphy  
(414) 963-8966

## Remember... \_\_\_\_\_

- ✓ Policy and billing information lines answer policy and billing questions only, including prior authorization information.
- ✓ Check the recipient's Wisconsin Medicaid identification card first to avoid calls to Voice Response and the Eligibility Hotline. Refer to Appendix 31 of Part A, the all-provider handbook, for instructions on how to access Voice Response.
- ✓ 800 phone numbers are toll-free in Wisconsin only.

*Post this by your telephone for easy reference.*